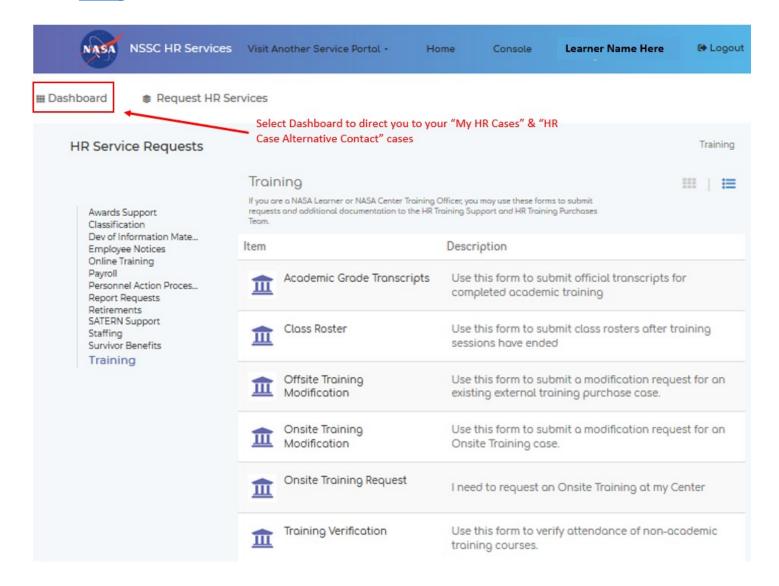
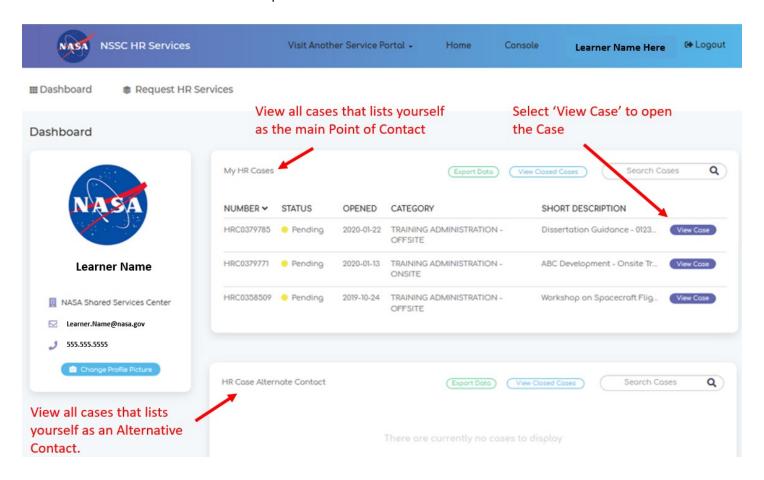
How do I communicate with my Case Worker?

1. To communicate with your Case Worker, go directly to your SNow Dashboard OR click <u>NSSC HR Services Training</u> <u>Catalog</u> and select "Dashboard":



2. Locate and select 'View Case' to open the Case in need of communication with the Case Worker:



3. Type your comment or question in the 'Add A Comment or Question' field and submit by select the paper airplane icon:

*Note: The Comment/Question field is <u>not</u> a real time virtual chat feature. A queue is monitored for customer input, and one should expect a response within three (3) business days or less.



4. NSSC HR Case View allows Learners the ability to track the status of requests, communicate with Case Workers, and provide additional documentation:

